

Ottawa Public Library Board Meeting

Minutes 42

Tuesday, 11 December 2018

5:00 p.m.

Champlain Room, Ottawa City Hall, 110 Laurier Avenue West

-
- Notes:
1. *Please note that these Minutes are to be considered DRAFT until confirmed by the Board.*
 2. *Underlining indicates a new or amended recommendation approved by the Board.*

Present:

Chair: Tim Tierney

Vice-Chair: André Bergeron

Trustees: Steven Begg, Kathy Fisher, Allan Higdon,
Catherine McKenney, Pamela Sweet, Marianne Wilkinson

Regrets:

Trustee Scott Moffatt

Trustee Marianne Wilkinson arrived at 5:12 p.m.

DECLARATIONS OF CONFLICT OF INTEREST

No Declarations of Interest were filed.

CONFIRMATION OF MINUTES

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Vice-Chair Bergeron requested that a paragraph on page 6 be amended for clarification as follows:

“Vice-Chair Bergeron pointed out the report recommends service delivery priorities for the future of Alternative Services ~~not the kiosk location~~, and demonstrates that Kiosk

services cannot replace Bookmobile services. He further noted that the report did not recommend that the Kiosk be removed from the Hunt-Club Riverside Community Centre. Ms. Brûlé responded in the affirmative.”

CARRIED, as amended

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CONFIRMED

Chair Tierney acknowledged Councillor Jeff Leiper in the audience and congratulated him on his re-election.

CHAIR’S VERBAL UPDATE

Ebook Advocacy

Chair Tierney indicated that in 2015, OPL joined forces with other major urban libraries to advocate for reasonable pricing for ebooks. OPL will be part of another advocacy campaign, on access to, and pricing of, digital audiobooks as they are very costly to purchase. Many titles, including those by Canadian and Indigenous writers, cannot be purchased by public libraries, as they have been licensed exclusively to subscription services. He said this is very concerning because digital audiobooks are the fastest growing sector of the publishing industry. OPL will again join forces with Toronto Public Library and other members of the Canadian Urban Libraries Council to launch a renewed advocacy campaign around digital audiobooks. He mentioned that the launch of the campaign is scheduled for January.

Chair Acknowledgements

As the term comes to an end, Chair Tierney indicated how honoured he was to have chaired the OPL Board. The Board accomplished a lot in the past four years together and reached many milestones with commitment, dedication, and hard work. He welcomed former Councillor Marianne Wilkinson, now retired from politics, an OPL Board member for 12 years, who served three terms.

MOTION OPL 20181211/1

That the Ottawa Public Library Board receive the Chair's verbal update for information.

RECEIVED

CHIEF EXECUTIVE OFFICER'S REPORT

Recruitment Open House

On November 29, the City held an Open House for Recruitment for the next Board term. Trustee Sweet and OPL employees represented the Board and OPL. Ms. McDonald said the event drew approximately 125 people, and OPL was by far one of the busiest tables.

Hours of Operation during the Holidays

The branches will be closed December 25 and 26, 2018 for Christmas and Boxing Days, as well as January 1, 2019 for New Year's Day.

First OPL Board Meeting in 2019

The CEO indicated that the meeting is tentatively scheduled for Tuesday, 29 January 2019 at 5:00 p.m. in the Champlain Room. The tentative meeting date is subject to change due to timing of appointments to the OPL Board.

MOTION OPL 20181211/2

That the Ottawa Public Library Board receive the Chief Executive Officer's report for information.

RECEIVED

REPORTS

1. OTTAWA PUBLIC LIBRARY BOARD RULES OF PROCEDURE BY-LAW, POLICY FRAMEWORK, AND POLICIES

OPLB-2018-1201

MOTION OPL 20181211/3

That the Ottawa Public Library (OPL) Board:

- 1. Approve the OPL Board Rules of Procedure By-law amendment as further described in this report; and,**
- 2. Approve the OPL Board Policy Framework, and policies (Documents 2 to 23).**

CARRIED

2. OPL FUNDRAISING FEASIBILITY STUDY

OPLB-2018-1202

Anna Basile, Division Manager, Governance, Communications, and Strategic Services and Joanne Villemare, Associate, Ketchum Canada Incorporated (KCI) provided a presentation on the findings of the OPL Fundraising Feasibility Study. *Held on file with the Chief Executive Officer.* Ms. Basile indicated that the study on a potential funding strategy was a Board direction from 2017.

Key highlights of the presentation included:

- Methodology (environmental scan on trends and best practices, Position Paper, and overall target of \$10M to \$15M);
- Key Findings and Analysis (excitement for the project, communication will be key, story and programming to attract donors, planning and alignment, core group of champions required for success, and engagement beyond simply financial contributions);
- KCI's Observations;
- Financial Investment (both capital and operating);
- Framework and Timelines (2019-2024); and,
- Recommendations.

In response to a question from Trustee Higdon regarding expanding the small pool of potential donors for the project, Ms. Basile indicated OPL needs to

position itself in the philanthropic marketplace, and investment will hinge on its ability to tell its story. She said specific strategies will be looked at and brought to the Board. Ms. Villemare indicated that Ottawa does have a small but generous philanthropic community but linkages and integration with other initiatives and educational and cultural organizations will help draw attention and support.

Trustee Sweet asked how the coordination will work with Library and Archives Canada (LAC) regarding shared spaces, Ms. Basile said components were identified in the governance agreement with LAC. There will be conventions in place to identify what is eligible and not eligible.

In response to a question from Trustee Sweet on public consultation regarding shared spaces, Ms. Basile indicated that that will be part of the design process.

In response to a question from Trustee Fisher regarding what the ask is from donors within the \$10M to \$15M target, and whether there will be debt servicing. Ms. Basile said fundraising efforts would focus on OPL programming needs, especially new and enhanced programs and services, including those planned in collaboration with LAC. Ms. Villemare said there would not be debt servicing and broke down the four categories of the testing of a potential fundraising goal, saying the target goal can be secured through a mix of monetary contributions, gifts-in-kind, and partnerships. Trustee Fisher commented that the target is reasonable. Ms. Villemare agreed and said a core group of champions will be required for success.

In response to a comment from former Trustee Marianne Wilkinson regarding concerns of feasibility around a capital fundraising campaign, Ms. Villemare indicated that major gift donors seek to designate monies for naming opportunities, showing an impact of their donation. She said the framework will guide the development of a detailed strategy. Ms. Basile referenced the presentation where the campaign focus will be on new and enhanced programs and services.

Ms. Wilkinson further commented that an Indigenous component must be in the public engagement, Ms. Villemare indicated that it will be included. Ms.

Wilkinson was in support of the recommendations and urged staff to fine tune the development and implementation of a detailed Fundraising Strategy as they go along.

In response to a question from Trustee Begg regarding the 2019 budget impact for the two employee complements representing a \$235K increase, Ms. Basile said the \$235K would be a one-time base operating budget adjustment.

Trustee Begg asked what the profile of the champions will be, how many will be required, and what their role will be. Ms. Villemare mentioned that six key individuals will be required to start in 2019, set the pace of the campaign, and influence. She said some individuals have already expressed an interest.

Further to a question from Trustee Begg regarding what risks are associated with a campaign starting at zero and whether there are any other local groups who started in comparable place with similar goals as this one, Ms. Villemare mentioned the Ottawa Gallery is a similar example. She said there will be potential risks; however, once the right leaders are involved and major donor contributions start, the identified commitment will be clear. Ms. Villemare indicated that it will be important to identify key milestones and professional staff will assure regular assessment of the campaign and make changes as needed.

MOTION OPL 20181211/4

That the Ottawa Public Library (OPL) Board:

- 1. Receive the KCI Study Report: Key Findings and Recommendations (Document 1);**
- 2. Approve proceeding with the development and implementation of a detailed Fundraising Strategy as further defined in this report;**
- 3. Approve the creation of an Ad hoc Committee of the 2019 – 2022 OPL Board, composed of two trustees; and,**
- 4. Direct staff to include two full-time equivalent positions for Fundraising in the 2019 draft operating budget for consideration by**

the 2019 – 2022 OPL Board.

RECEIVED recommendation 1 and CARRIED recommendations 2 to 4.

Trustee McKenney left the meeting at 5:40 p.m.

3. ROSEMOUNT REVITALIZATION PROJECT UPDATE

OPLB-2018-1203

Monique Désormeaux, Deputy Chief Executive Officer, Elizabeth Sampson, Manager, Library Facilities, Dan Wojcik and Chris Howard, from +VG provided a presentation on the revitalization project of the Rosemount branch and public consultation feedback and results. *Held on file with the Chief Executive Officer.* Ms. Désormeaux indicated that the three-phased public engagement was instituted, consisting of a pre-design on-line survey, an open house, and comment provision for on-line feedback for those unable to attend the open house.

Key highlights of the presentation included:

- Project Milestones;
- Consultations and Engagement Findings;
- Original Design Solution (lower and main floor plans);
- Enhanced Option;
- Designed Enhancements (+VG asked to develop a proposed enhanced design to address feedback heard during the engagement process);
- Recommendations; and,
- Next Steps.

Note: Preliminary design diagrams were on display at the meeting and be made available for public comment later in the week.

The Board heard from the following delegation:

Jeff Leiper, Councillor, Ward 15-Kitchissippi, spoke of the value the Rosemount branch brings to the community. He said 800+ respondents participated in the public engagement. He touched on the design development

that left 20 percent of the budget going for improvements related to accessibility and customer experience. He was excited about the latest update saying the branch will be a beacon in the community. Mr. Leiper said he is thrilled with the proposed revitalization project. He thanked the Board Chair, CEO, library staff, and the consultant.

Chair Tierney thanked his colleague for his ongoing leadership and work on this project.

In response to a question from Trustee Fisher regarding +VG's proposed option that includes all the features of the basic design and what those additional design options will result in, Mr. Wojcik said given the feedback received from members of the community, and recognizing the building's current limitations, the proposed design option further enhances the customer experience. It includes all the features of the basic design while further increasing public floor space, opening more windows for added natural light, improving seat options, upgrading finishes, further enhancing the historical character, and adding sustainability features. Mr. Howard elaborated on the public input results and the design development.

Trustee Sweet asked what accessibility features would be incorporated in the project, Mr. Wojcik indicated that the scope of work will meet the City's accessibility standards such as building code deficiencies. Some examples include, upgrading the ramp, accessible change tables, redesigning the service hub to occupy less floor area, and accessible shelving systems.

In response to a question from Trustee Sweet regarding eligibility for the Art program, Mr. Howard said the \$400K enhanced design option if approved, increases the project scale sufficiently to make it eligible for the City's Public Art program. There would be a competition for a work of art to be created for the project and incorporated into the building.

Further to a question from Trustee Sweet on whether there will be enough space for strollers, etc., Mr. Wojcik indicated that the request for this space was an important element in the engagement. The proposed design would provide lockable bike and stroller parking at the front of the building.

Trustee Higdon said the branch will be a beacon in the community. He was in

support of the expansion and the inclusion of the additional \$400K for the Rosemount Revitalization in the 2019 capital budget.

Vice-Chair Bergeron asked for assurances that the design plan will include conserving the Carnegie portrait. Mr. Howard assured that it would.

Trustee Fisher posed a question regarding whether the additional \$400K created a pressure in the 2019 budget. Ms. Désormeaux said the \$400K can be absorbed in the anticipated 2019 budget envelope.

MOTION OPL 20181211/5

That the Ottawa Public Library Board:

- 1. Receive this report for information; and,**
- 2. Direct staff to include an additional \$400K for the Rosemount Revitalization in the 2019 capital budget.**

RECEIVED recommendation 1 and CARRIED recommendation 2.

4. OTTAWA CENTRAL LIBRARY DEVELOPMENT PROJECT - UPDATE

Alain Gonthier, Director, Infrastructure Services, City of Ottawa provided a presentation on the Ottawa Public Library (OPL) and Library and Archives Canada (LAC) Joint Facility Project. *Held on file with the Chief Executive Officer.* Mr. Gonthier introduced key staff: from the City of Ottawa's Planning and Infrastructure & Economic Development Department: Hieu Nguyen, Manager, Operational Projects, Paul Hussar, Manager, Design and Construction (Buildings); and Craig Ginther, OPL Lead on the Joint Facility Project.

Key highlights of the presentation included:

- Project plan and dashboard;
- Project milestones and update;
- Procurement of Design Services;
- Public Announcements; and,
- Next steps.

Trustee Begg encouraged staff to provide for the next term of the Board with written updates, whether in presentation or report format, in advance of the Board meetings so that they could better prepare.

In response to a question from Trustee Sweet on the comprehensive process for design team and what was selected, Mr. Gonthier indicated that the request for proposal (RFP) components are public information. He said the architect will be available at the RFP design announcement to showcase what they will bring to OPL-LAC Joint Facility. There will be an opportunity to see what vision they see for the site.

Further to a question from Trustee Sweet regarding how the proponent will showcase the “wow” factor for the project and whether there will be preliminary designs available, Mr. Gonthier said a key component of the RFP was public engagement. The Architect will dialogue and engage the public then create concepts of the design following public input.

Ms. Wilkinson requested an interactive public process. She said the proponent has to explain how they intend on rolling out the public engagement piece in order for the Board to advise if they feel it is adequate. Mr. Gonthier mentioned that the Board approved that concept in the implementation plan report. There will be multiple steps of engagement recognizing public consultation with a number of key stakeholders, and a series of meetings.

Further to a question from Ms. Wilkinson on regular dialogue and updates to the Board throughout the engagement and when that will take place, Mr. Gonthier indicated that it is the responsibility of the Architect to ensure appropriate steps for the consultation. He said the design and engagement activities expected to begin in Q1 2019 with the next update to the Board at the same time. Ms. McDonald advised that once the contract is signed with the design team, public engagement and consultations will be integrated into the design development work, which is expected in early 2019. The commitment is to provide the Board with a next update in Q1 2019.

In response to a question from Ms. Wilkinson on what approach will be taken to

ask questions of the design team, whether it be at the public announcement event, Ms. McDonald mentioned that the public announcement is to introduce the design team. Validation points will be mapped-out early 2019.

There being no further discussion, the presentation was RECEIVED.

MOTION OPL 20181211/6

That the Ottawa Public Library Board receive this report for information.

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**Note: Discussion regarding member's last meeting and final thoughts are included in Other Business.*

5. 2015-2018 TERM OF BOARD KEY ACHIEVEMENTS AND LEGACY REPORT
OPLB-2018-1205
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The CEO mentioned that a revised report would be posted to the website to reflect omissions noted by Trustee Fisher and Sweet.

MOTION OPL 20181211/7

That the Ottawa Public Library Board receive this report for information.

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***IN CAMERA ITEM**

6. OTTAWA PUBLIC LIBRARY – PERSONAL MATTERS ABOUT AN IDENTIFIABLE INDIVIDUAL WITH RESPECT TO THE 2018 CHIEF EXECUTIVE OFFICER PERFORMANCE REVIEW – IN CAMERA – REPORTING OUT DATE: 11 DECEMBER 2018
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MOTION OPL 20181211/8

Moved by Vice-Chair Bergeron:

That the Ottawa Public Library Board move in camera in accordance with section 16.1 4)(b) of the Public Libraries Act, to consider personal matters about an identifiable individual, with respect to the 2018 Chief Executive Officer Performance Review.

CARRIED

Upon resuming in open session at 6:39 p.m., the Board moved the following:

MOTION OPL 20181211/9

Moved by Vice-Chair Bergeron:

THEREFORE BE IT RESOLVED THAT the Ottawa Public Library Board approve the 2018 Chief Executive Officer's Individual Contribution Agreement and that the Board forward it to the City of Ottawa's Human Resources department to be included in the CEO's personnel file.

CARRIED

OTHER BUSINESS

Trustee Sweet indicated that she is not reapplying her name forward for the next term of the Board. She enjoyed serving three terms; a total of 11 years. She said libraries are still needed, and although things have changed since her first appointment in 2003, she is encouraged by what has been accomplished and hoped to be invited to the opening of the OPL-LAC Joint Facility.

Ms. Wilkinson said she has been on the Board for 12 years and served on a public library Board in former Kanata for nine years. She thanked the Board and staff for the event held in her honour at the Beaverbrook branch. Ms. Wilkinson said that although she is retired from politics, she will continue to be involved and put her name forward to sit on the OPL Board for the next term. She said that despite some challenges and criticism, this Board broke new ground with the Central Library project.

Vice-Chair Bergeron indicated he has also served three terms and was not putting his name forward for the next term. He was most proud of moving the Central Library forward and reaching many milestones. He recognized the completion of the Radio-Frequency Identification project that improved customer service and increased customer satisfaction in all 33 branches. Vice-Chair Bergeron said OPL does so much for the community and mentioned that he will continue to participate in OPL programming with his family. He said it was a pleasure working with staff who continue to make the Board look good.

ADJOURNMENT

MOTION OPL 20181211/10

Be It Resolved that the Ottawa Public Library Board meeting be adjourned at 6:40 p.m.

Chair

Recording Secretary